Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Governor's Office	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	2 0	3 0
	Capitol Desktop Support	Chad Poll	0 0	11 11	11 11
		Assigned to Individual Total	0 0	11 11	11 11
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	1 1	1 1
		Julie VanBeekum	0 0	1 1	1 1
		Vicky Marrelli	0 0	1 1	1 1

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			High	Low	FCR Total
Governor's Office	Help Desk	Assigned to Individual Total	0 0	3 3	3 3
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	1 0	1 0
		Tyler Pearce	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro B Help Desk	Gary Graham	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro D Desktop Support	Michael Schmidt	0 0	2 0	2 0
		Steve Gibb	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Help Desk	Doug Brown	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0

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			High	Low	FCR Total
Governor's Office	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		T Artis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	30 17	31 17
Customer Company Total			1 0	30 17	31 17

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Missed Inital Response**		
			High	**Low**	**MIR Total**
Governor's Office	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	2 0	3 0
	Capitol Desktop Support	Chad Poll	0 0	11 0	11 0
		Assigned to Individual Total	0 0	11 0	11 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0

Governor's Office

			High	Low	MIR Total
Governor's Office	Help Desk	**Assigned to Individual Total**	0 0	3 0	3 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	1 0	1 0
		Tyler Pearce	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro B Help Desk	Gary Graham	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Michael Schmidt	0 0	2 0	2 0
		Steve Gibb	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0

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Governor's Office

			High	Low	MIR Total
Governor's Office	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		T Artis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	30 0	31 0
Customer Company Total			1 0	30 0	31 0

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Governor's Office	Application Services	Bart Purser	0 0.00	1 0.30	1 0.30
		Dustin Crump	1 0.10	0 0.00	1 0.10
		Tony Larsen	0 0.00	1 0.91	1 0.91
		Assigned to Individual Total	1 0.10	2 0.60	3 0.43
	Capitol Desktop Support	Chad Poll	0 0.00	11 0.00	11 0.00
		Assigned to Individual Total	0 0.00	11 0.00	11 0.00
	Capitol Hosting	Joe Benson	0 0.00	1 0.13	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	1 0.13
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.31	1 0.31
		Vicky Marrelli	0 0.00	1 0.00	1 0.00

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Governor's Office

			High	Low	ATTIR Total
Governor's Office	Help Desk	**Assigned to Individual Total**	0 0.00	3 0.10	3 0.10
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.27	1 0.27
		Bill Crowther	0 0.00	1 0.18	1 0.18
		Tyler Pearce	0 0.00	2 0.13	2 0.13
		Assigned to Individual Total	0 0.00	4 0.18	4 0.18
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Michael Schmidt	0 0.00	2 0.18	2 0.18
		Steve Gibb	0 0.00	1 0.21	1 0.21
		Assigned to Individual Total	0 0.00	3 0.19	3 0.19
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.15	1 0.15
		Assigned to Individual Total	0 0.00	1 0.15	1 0.15

Governor's Office

			High	Low	ATTIR Total
Governor's Office	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.21	1 0.21
		T Artis	0 0.00	1 0.15	1 0.15
		Assigned to Individual Total	0 0.00	2 0.18	2 0.18
	Assigned Group Total		1 0.10	30 0.11	31 0.11
Customer Company Total			1 0.10	30 0.11	31 0.11

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents		
			Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MR Total**
Governor's Office	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	2 0	3 0
	Capitol Desktop Support	Chad Poll	0 0	11 0	11 0
		Assigned to Individual Total	0 0	11 0	11 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0

Governor's Office

			High	Low	MR Total
Governor's Office	Help Desk	**Assigned to Individual Total**	0 0	3 0	3 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	1 0	1 0
		Tyler Pearce	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro B Help Desk	Gary Graham	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Michael Schmidt	0 0	2 0	2 0
		Steve Gibb	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0

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Governor's Office

			High	Low	MR Total
Governor's Office	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		T Artis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	30 0	31 0
Customer Company Total			1 0	30 0	31 0

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Governor's Office	Application Services	Bart Purser	0 0.00	1 0.30	1 0.30
		Dustin Crump	1 0.62	0 0.00	1 0.62
		Tony Larsen	0 0.00	1 3.92	1 3.92
		Assigned to Individual Total	1 0.62	2 2.11	3 1.61
	Capitol Desktop Support	Chad Poll	0 0.00	11 0.00	11 0.00
		Assigned to Individual Total	0 0.00	11 0.00	11 0.00
	Capitol Hosting	Joe Benson	0 0.00	1 1.82	1 1.82
		Assigned to Individual Total	0 0.00	1 1.82	1 1.82
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.93	1 0.93
		Vicky Marrelli	0 0.00	1 0.00	1 0.00

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Governor's Office

			High	Low	ATTR Total
Governor's Office	Help Desk	**Assigned to Individual Total**	0 0.00	3 0.31	3 0.31
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.79	1 0.79
		Bill Crowther	0 0.00	1 3.69	1 3.69
		Tyler Pearce	0 0.00	2 0.74	2 0.74
		Assigned to Individual Total	0 0.00	4 1.49	4 1.49
	Metro B Help Desk	Gary Graham	0 0.00	1 0.01	1 0.01
		Assigned to Individual Total	0 0.00	1 0.01	1 0.01
	Metro D Desktop Support	Michael Schmidt	0 0.00	2 2.47	2 2.47
		Steve Gibb	0 0.00	1 1.49	1 1.49
		Assigned to Individual Total	0 0.00	3 2.15	3 2.15
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 2.92	1 2.92
		Assigned to Individual Total	0 0.00	1 2.92	1 2.92

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Governor's Office

			High	Low	ATTR Total
Governor's Office	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.21	1 0.21
		T Artis	0 0.00	1 0.44	1 0.44
		Assigned to Individual Total	0 0.00	2 0.32	2 0.32
	Assigned Group Total		1 0.62	30 0.77	31 0.76
Customer Company Total			1 0.62	30 0.77	31 0.76

Governor's Office

Detail

INC000000482028	Lena Ward	None	None	None		TIR Missed: No	0.19
Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Closed	TTR Missed: No	0.96
INC000000489147	Ann J Carrillo	Application	Error	None		TIR Missed: No	0.13
Capitol Hosting	Joe Benson	Governor's Office	Low	Closed	TTR Missed: No	1.82
INC000000489240	Gibson Peters	PC/Laptop	None	None		TIR Missed: No	0.12
Metro B Desktop Support	Tyler Pearce	Governor's Office	Low	Closed	TTR Missed: No	1.35
INC000000489389	Ann J Carrillo	Application	Error	None		TIR Missed: No	0.17
Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Closed	TTR Missed: No	3.98
INC000000490173	Ron Gordon	None	None	None		TIR Missed: No	0.30
Application Services	Bart Purser	Governor's Office	Low	Closed	TTR Missed: No	0.30
INC000000491193	Samantha Julian	Application	Error	Proofpoint Email Security		TIR Missed: No	0.91
Application Services	Tony Larsen	Governor's Office	Low	Resolved	TTR Missed: No	3.92
INC000000491510	Mark J Thomas	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000491523	Ashlee Buchholz	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000491923	Jason knight	Telecom	Dial Tone	Telephone		TIR Missed: No	0.21
Voice/Data/WAN Services	Mike Johnson	Governor's Office	Low	Closed	TTR Missed: No	0.21
INC000000492749	Scott Mecham	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000492751	Jennifer Joy	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000493072	Dean Healey	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000495116	Don Willie	Telecom	None	Telephone		TIR Missed: No	0.15
Voice/Data/WAN Services	T Artis	Governor's Office	Low	Closed	TTR Missed: No	0.44
INC000000496828	David Stoddard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000497548	David Stoddard	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
Metro D Desktop Support	Steve Gibb	Governor's Office	Low	Closed	TTR Missed: No	1.49
INC000000498065	Tami Black	Application	Error	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	0.00

Governor's Office

INC000000498750	Reg Garff	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000501089	Greg Bell	Application	Password	Utah Master Directory		TIR Missed: No	0.31
	Help Desk	Julie VanBeekum	Governor's Office	Low	Resolved	TTR Missed: No	0.93
INC000000501184	Bruce Miya	None	None	Internet Explorer		TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Governor's Office	Low	Resolved	TTR Missed: No	0.13
INC000000501239	Ashlee Buchholz	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000501312	Tami Black	EIS Hardware	Printer	None		TIR Missed: No	0.27
	Metro B Desktop Support	Anthony Booyse	Governor's Office	Low	Resolved	TTR Missed: No	0.79
INC000000501988	Eric Ellis	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000502936	Cheralyn Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Governor's Office	Low	Resolved	TTR Missed: No	0.01
INC000000503158	Bruce Miya	None	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	3.69
INC000000503483	Kimberlee Willette	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000503895	Jennifer Joy	EIS Hardware	Printer	None		TIR Missed: No	0.15
	Strategic Communications	Dennis Rogers	Governor's Office	Low	Resolved	TTR Missed: No	2.92
INC000000504027	Doreen Weyland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000504061	Clifford Strachan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000504822	Scott Mecham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000504825	Michael Kjar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000506076	Greg Bell	None	None	None		TIR Missed: No	0.10
	Application Services	Dustin Crump	Governor's Office	High	Resolved	TTR Missed: No	0.62